From:	Thibault, Mark (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=DPH/CN=RECIPIENTS/CN=MTHIBAULT]
Sent:	7/24/2006 12:15:31 PM
To:	DPH-DL - ADMIN-ALL-DPH-STAFF [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MASSMAIL-01/CN=RECIPIENTS/CN=DPH-DL - ADMIN-ALL-DPH-STAFF]
CC:	████████████ [CAngelakis@ticbiz.com]; Daniel, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=DPH/CN=RECIPIENTS/CN=JDANIEL]; Murray, Russ (EHS) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=STATE/CN=STATE/CN=RUSS MURRAY]; 'Dickinson, Del (ITD)' [Del.Dickinson@state.ma.us]; 'Pearce, David' ████████████ Curran, Tom (EHS) [Tom.Curran@state.ma.us]
Attachments:	SLI MassMail Schedule July 24 - July 28.xls

Hello,

The State Lab will be migrating to MassMail this week. Since the site has many users, we had to split the migration into 3 groups.   The attached spreadsheet indicates the user and the user's respective migration date.   Each migration will happen at night and by the next morning; State Lab users will have a fully functioning mailbox that can receive both internal and external email.   However, ITS technicians will need to go around to each user to configure their computer to work with MassMail, therefore, there might be delays with State Lab folks responding to your emails.

PLEASE REMEMBER -- **Outlook's autocomplete feature remembers when a user type the partial name in the TO,CC or BCC fields**

That means, Outlook remembers email addresses and saves the email address in a nicknames list. The nickname list is something the Outlook builds over time as you send and receive email. Essentially it collects all the email addresses that you've sent email to as they've appeared in the To, Cc or Bcc fields. That's Outlook's first source of autocomplete suggestions.   If you correspond with a State Lab user or any user that has been converted to MassMail, you will need to remove the person from the nickname list and select them from the address book again.

Deleting an address from the nickname list is easy to do, all you need to do is when you see it being suggested, use the up or down arrow keys to highlight it, and then press delete.   When you select them from the address book, there new MassMail address will be added to the nickname list and email will work fine.

Please refer to the MassMail FAQ document http://healthnet.dph.state.ma.us/services/ITS/massmail/procedures_faq.doc which has answers to many common questions. If the FAQ doesn't have what you are looking for, please feel free to contact the Help Desk at 617-624-5877

Thanks

Mark Thibault
Director of IT Operations, DPH
Department of Public Health
250 Washington Street
Boston, MA. 02108
Phone: 617.624.5867
Fax:617.624.5588